



# **hello** my name is...



## CQC Inspection

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# The CQC Inspection

- The inspection took place on the 20<sup>th</sup> to the 23<sup>rd</sup> June 2016 and covered seven of the eight core services:
  - Urgent and emergency services (A&E)
  - Medical care (including older people's care)
  - Surgery
  - Maternity and gynaecology
  - Services for children and young people
  - End of life care
  - Outpatient services and diagnostic imaging
- Due to CQC inspector availability, critical care was inspected on the 25<sup>th</sup> to the 27<sup>th</sup> July 2016

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# The CQC Inspection

- Prior to the inspection, the CQC were provided with over 2,000 items of documentation covering each of the eight core services
- This documentation informed a series of CQC Intelligence Packs (one for each core service and one at trust level), which were used by the CQC to help direct their lines of inquiry during their inspection

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# The CQC Inspection

- Before their inspection the CQC approached other organisations to share what they know about the UHL, this included:
  - The Clinical Commissioning Groups (CCGs)
  - NHS Improvement
  - NHS England
  - Health Education England (HEE)
  - General Medical Council (GMC)
  - Nursing and Midwifery Council (NMC)
  - Royal College of Nursing
  - Leicester Mercury Patients' Panel
  - Healthwatch Leicester

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# The CQC Inspection

- The CQC held a number of staff focus group, covering a range of staff disciplines across the three UHL sites, as well as interviewing members of the senior executive team and Trust Board
- Throughout the inspection and beyond, the CQC continued to request additional information and documentation, with over 600 separate requests received

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## CQC ratings

- On Thursday 26 January, the CQC published their final reports along with their ratings of the care provided
- The CQC rated the Trust overall, as '**Requires Improvement**'
- The Leicester Royal Infirmary, the General and Glenfield Hospitals were all individually as '**Requires Improvement**'
- Of the 100 ratings (for each domain of each core service):
  - 1 is Outstanding (for the effectiveness of our East Midlands Congenital Heart service at Glenfield)
  - 55 are Good
  - 41 are Requires Improvement
  - 1 is Inadequate (the Responsive domain of emergency care at the Royal)
  - Two elements were unrated for technical reasons



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*Caring at its best*

# CQC ratings

	Safe	Effective	Caring	Responsive	Well-led	Overall	
<b>Overall trust ratings</b>	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement	
	Medical Care	Surgery	Intensive / Critical Care	Maternity & Gynaecology	Services for children & Young People	End of Life Care	Outpatients & diagnostic Imaging
	Overall						
<b>Leicester Royal Infirmary</b>	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
	Medical Care	Surgery	Intensive / Critical Care	Maternity & Gynaecology	End of Life Care	Outpatients & diagnostic Imaging	Overall
<b>Leicester General Hospital</b>	Good	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement	Requires improvement
	Medical Care	Surgery	Intensive / Critical Care	Services for children & Young People	End of Life Care	Outpatients & diagnostic Imaging	Overall
<b>Glenfield Hospital</b>	Good	Good	Good	Good	Requires improvement	Requires improvement	Requires improvement

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## CQC findings

*“The rating we gave the trust in this inspection was the same rating as they were awarded in the 2014 comprehensive inspection. However, we did find improvements had been made, particularly in staff engagement. Confidence in the leadership team had been sustained.”*

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## CQC findings

- Many staff commented on the positive culture change in the Trust under the current Chief Executives leadership
- The Trust is led by a respected board
- The Executive staff are much respected and staff had confidence in their leadership
- The Trusts vision and values are generally embedded into practice
- The Trust has a five year plan and a vision and strategy and most of the staff spoken to knew about this

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## CQC findings

- Since the inspection in June 2016 a number of improvements have been made and some concluded
- We will be providing evidence of this and ongoing actions to the CQC as required
- At the time of inspection, the Trust had a Section 31 condition in place following the unannounced CQC inspection of the Emergency Department in November 2015
- Sufficient evidence of improvement has been provided to the CQC to enable the lifting of this condition on the 15 November 2016

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# Outstanding practice and areas for improvement

- Children & Young People (Glenfield) – Outstanding for effective
- Caring – good throughout all three hospitals
- Challenges around the emergency pathway
- Care of the deteriorating patient – robust plans in place
- Challenges around our Estate

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# Quality Summit

- 28<sup>th</sup> March 2017 has been set for UHL's Quality Summit
- The summit is attended by representatives from UHL, the CQC and a range of stakeholder organisations
- Comprehensive action plan to address Compliance Actions agreed and will be closely monitored

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## Conclusions

- We are an organisation which is:
  - Improving quality systematically
  - Dealing with substantial increases in demand
  - Working better with our partners
  - Tackling longstanding strategic issues
  - Building a more empowered culture
  - Staffed by very committed people
  
- It is our ambition to achieve 'Good' for all services at all three sites

One team shared values



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